

## AE 2003 HSI Guide Protocol Index

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## **P-1 Courtesy In/Outbrief with Wing Commander**

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<b>Purpose</b>	The inbrief is an introductory visit to discuss the Health Services Inspection (HSI) processes and provide a timeline for the week's activities. The outbrief is to provide final inspection results.
<b>Attendees</b>	<ul style="list-style-type: none"><li>• Inbrief: HSI team chief and wing commander</li><li>• Outbrief: HSI team chief, wing commander and squadron commander</li></ul>
<b>Description of Activities and Conference Agenda</b>	Open discussion between wing commander and the HSI team chief.
<b>Inspector Contact</b>	For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.

## P-2 Squadron Inbrief

<b>Purpose</b>	To provide information regarding AE squadron operations and overview of the Health Services Inspection (HSI) assessment process.
<b>Attendees</b>	Attendance by the wing commander and Operations Group commander is optional. Attendance by the AE squadron commander and designated senior unit personnel is mandatory.
<b>Special Requirements</b>	Select an appropriate location, usually the wing or squadron conference room. Ensure a podium and microphone are available for use by HSI team chief and squadron commander. PowerPoint 4.0 or 7.0 capability is also required.
<b>Description of Activities and Conference Agenda</b>	<p>The squadron commander opens the inbrief with a presentation limited to 15 minutes. The HSI team chief will follow with introductions and a briefing lasting 5-10 minutes. The wing commander/Operations Group commander, if present, may choose to provide comments. The recommended squadron inbrief should include:</p> <ul style="list-style-type: none"><li>• Mission statement</li><li>• Organizational chart</li><li>• Support agreements</li><li>• Civilian/VA affiliation agreements</li><li>• Staffing</li><li>• Readiness/mobility taskings</li><li>• Exercises</li><li>• Deployments</li><li>• Annual tours</li><li>• WRM</li><li>• Goals</li><li>• Objectives</li><li>• Accomplishments</li><li>• Concerns</li></ul>
<b>Inspector Contact</b>	For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.

## P-3 Senior Enlisted Conference

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**Purpose** To discuss effectiveness of squadron training platforms (e.g., confidence to perform wartime and peacetime clinical requirements) from the senior enlisted perspective.

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**Attendees** Personnel in grades E-6 through E-8 should participate in this interview. In large squadrons, the number of participants may be limited. The enlisted inspector will coordinate with the squadron superintendent regarding attendees. Maximum number of attendees should not exceed 20.

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**Special Requirements** A room large enough to accommodate personnel attending the interview. Chairs should be arranged in a circular fashion to facilitate open discussion.

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**Description of Activities and Conference Agenda** An interactive discussion lasting approximately one-half hour, focusing on clinical training issues. Specific issues, estimated times, and the sequence of events are listed to facilitate the squadron's preparation, but may vary as the inspector deems necessary.

Time	Topic
30 min	<ul style="list-style-type: none"><li>• Introductions and preliminary comments</li><li>• Issues to address could include:<ul style="list-style-type: none"><li>➤ Supervisor involvement in OJT</li><li>➤ RSV/UTC/AFSC training</li><li>➤ Job satisfaction and expectations</li></ul></li></ul>

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**Inspector Contact** For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE enlisted inspector.

## P-4 Daily Briefing to Executive Leadership

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<b>Purpose</b>	Forum for HSI inspectors to provide feedback to squadron senior leaders regarding daily findings.
<b>Attendees</b>	<ul style="list-style-type: none"><li>• Squadron executive staff</li><li>• Others selected by squadron commander</li></ul>
<b>Special Requirements</b>	Conference room with seating to accommodate personnel attending the conference. If possible, seating should be arranged to facilitate communication (e.g. “round “ or “U” shaped).
<b>Description of Activities and Conference Agenda</b>	Briefing/discussion focuses on the daily status of inspection/survey activities. If senior leaders have additional information relating to discussion items, they should make it known and arrange for further discussion after each session.
<b>Inspector Contact</b>	For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.

## P-5 Squadron Outbrief

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<b>Purpose</b>	To provide inspection results to the squadron.
<b>Attendees</b>	Attendance at the outbrief is open. It should include the squadron commander, executive staff and others at the discretion of the squadron commander.
<b>Special Requirements</b>	Select an appropriate location, usually the wing or squadron conference or briefing room. Ensure a podium and microphone are available for the HSI team chief. PowerPoint 4.0 or 7.0 capability is required.
<b>Description of Activities and Conference Agenda</b>	The HSI team chief will present inspection results to the medical unit. The team generates a draft onsite field memorandum that is left with the squadron. The outbrief normally occurs on the last day of the inspection.
<b>Inspector Contact</b>	For assistance interpreting this protocol, please call 246-1771/2566 and request an AE team chief.

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## **P-6 Re-Inspection Process (if applicable)**

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<b>Purpose</b>	Squadron with an overall rating of “Unsatisfactory” will be re-inspected between 18 and 24 months following the initial inspection.
<b>Attendees</b>	<ul style="list-style-type: none"><li>• Conference/interview requirements are the same as for initial inspection</li><li>• AE re-inspection team composition defined by AFIA/SG director and division chiefs</li></ul>
<b>Special Requirements</b>	Over-the-shoulder inspectors are generally not included as part of the inspection team. Jump Seat participants are not scheduled for these inspections.
<b>Description of Activities and Conference Agenda</b>	The re-inspection process is comprised of a full HSI team.
<b>Inspector Contact</b>	For assistance interpreting this protocol, please call 246-1771/2566 and request the AE team chief on your final inspection report.

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## P-7 Nursing Services

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**Purpose** To discuss nursing leadership's approach to maintaining and retaining clinically qualified nursing service personnel.

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**Attendees**

- Chief Nurse (CN)
- Nursing Services Superintendent
- Other staff members as selected by the CN

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**Special Requirements** A room large enough to accommodate personnel attending the interview.

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**Description of Activities and Conference Agenda** An interactive discussion will occur focusing on maintaining and retaining clinically qualified nursing personnel to meet both peacetime and wartime taskings. Specific questions, estimated times and the sequence of events are listed to facilitate squadron preparation.

Time	Topic
60 min	<p>IGO.2.1.1 Oversight of Nursing Practice</p> <ul style="list-style-type: none"><li>• Introductions and preliminary comments</li><li>• Issues to address could include:<ul style="list-style-type: none"><li>➤ Nursing policy/implementation</li><li>➤ Resource requirements</li><li>➤ Training requirements</li><li>➤ Program oversight as applicable (e.g., QI/RM, in-flight training, staff development, BLS)</li><li>➤ Executive team membership and decision-making process</li><li>➤ Career development activities</li></ul></li></ul>

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**Inspector Contact** For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.



## P-8 Squadron Operations/Administrative Support

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<b>Purpose</b>	To discuss oversight of the many facets of AE operations: wartime/peacetime/AFSC training, mission support, exercise planning, resource management/training, as well as setting and implementing administrative policy to support the squadron.
<b>Attendees</b>	<ul style="list-style-type: none"><li>• Director (equivalent) and Superintendent of Operations</li><li>• Senior Administrator and Superintendent (if applicable)</li><li>• Other AE operations members as selected by the Director</li></ul>
<b>Special Requirements</b>	A room large enough to accommodate personnel attending the interview.
<b>Description of Activities and Conference Agenda</b>	An interactive discussion will occur focusing on the HSI Guide Element identified below. Specific questions, estimated times, and the sequence of events are listed to facilitate preparation, but may vary as the inspector deems necessary.

Time	Topic
60 min	<p>IGO.2.1.2 Oversight of Squadron Operations/Administrative Support</p> <ul style="list-style-type: none"><li>• Introductions and preliminary comments</li><li>• Possible issues to describe or discuss:<ul style="list-style-type: none"><li>➤ Mission tasking</li><li>➤ UTC/AFSC/RSV training (associated problems)</li><li>➤ Methods developed to assess and implement operations/administrative needs of the squadron</li><li>➤ Resource requirements</li><li>➤ Staffing</li><li>➤ Administrative functions</li><li>➤ Routing and management of MCIF/Read File</li><li>➤ Managing and tracking OIs during review and rewrite</li><li>➤ In-service training</li><li>➤ Continuing education</li></ul></li></ul>

<b>Inspector Contact</b>	For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.
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## P-9 Infection Control Interview

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**Purpose** To assess the organization's infection control (IC) program. As part of an evaluation of the infection control program, inspectors will evaluate several pieces: an infection control plan, a Bloodborne Pathogen Control Plan and a TB-Infection Control Plan.

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**Attendees**

- Infection Control (IC) Officer
- IC NCO (if applicable)

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**Special Requirements** A room large enough to accommodate personnel attending the interview.

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**Description of Activities and Conference Agenda** Interactive discussion on the topics described below will occur. Specific questions, estimated times, and the sequence of events are listed to facilitate the squadron's preparation, but may vary as the inspector deems necessary.

Time	Topic
60 min	<p>IGO.2.1.4 Infection Control Program</p> <p>Describe/discuss:</p> <ul style="list-style-type: none"><li>• Major components of the program</li><li>• How Executive Management Committee exercises oversight</li><li>• How IC and bloodborne and airborne pathogen training is accomplished/tracked (use database and/or files to demonstrate methods); address both initial and recurring training (make up training?)</li><li>• Procedures to ensure new employees are trained prior to performing risk-associated tasks</li><li>• Input to wing/base Exposure Control Plan</li><li>• Squadron risk assessment</li><li>• Hazardous waste disposal control (if applicable)</li><li>• Management/follow-up of positive reactors or TB patients</li><li>• Surveillance activities</li><li>• Procedures for managing blood spills/needlesticks</li><li>• Personal Protective Equipment</li></ul>

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**Inspector Contact** For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.

## P-10 Quality Improvement/Risk Management

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**Purpose** To assess the Quality Improvement/Risk Management (QI/RM) program.

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**Attendees**

- QI/RM Function representatives as identified by commander
- Nursing Services representatives for Monitoring and Evaluation program

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**Special Requirements** Room large enough to accommodate personnel attending the interview.

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**Description of Activities and Conference Agenda** Interactive discussion on the topics described below will occur. Specific questions, estimated times, and the sequence of events are listed to facilitate the squadron's preparation, but may vary as the inspector deems necessary.

Time	Topic
60 min	<p>IGO.2.1.5 Quality Improvement/Risk Management</p> <ul style="list-style-type: none"><li>• Introductions and preliminary comments</li><li>• Describe/discuss:<ul style="list-style-type: none"><li>➤ Major components of the program</li><li>➤ QI Function oversight and EMC support</li><li>➤ QI concerns, especially those out of squadron's control</li><li>➤ Improvements strategies instituted</li><li>➤ HQ AMC/SG feedback from program analysis</li></ul></li></ul>

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**Inspector Contact** For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.

## **P-11 Administration of the On-the-Job Training (OJT) Program Interview**

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**Purpose** To assess the effectiveness of the unit On-the-Job Training (OJT) Program, progress of Career Development Courses and Volume Review Exercises, supervisor, trainer and certifier training, supervisory and commander involvement and documentation in the enlisted training records.

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**Attendees**

- Unit education and training manager (UETM)
- Others at the discretion of the squadron

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**Special Requirements** Interview will normally be conducted in the training manager's office or other appropriate setting.

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**Description of Activities and Conference Agenda** An interactive discussion focused on the topics described below will occur. Specific questions, estimated times, and the sequence of events are listed to facilitate the squadron's preparation, but may vary as the inspector deems necessary.

<b>Time</b>	<b>Topic</b>
60 min	LDR.3.1.2 Administration of the On-the-Job Training (OJT) Program <ul style="list-style-type: none"><li>• Review of OJT program management findings from document review</li></ul>
60 min	LDR.3.1.3 Supervisory Involvement – On-the-Job Training (OJT) <ul style="list-style-type: none"><li>• Review and discuss findings and observations from OJT records that were inspected during document review</li></ul>

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**Inspector Contact** For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE enlisted inspector.

## P-12 Medical Readiness Program Management Interview

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- Purpose**
1. Medical Readiness Program Management: To assess executive oversight of/involvement in, and the medical readiness staff's management of, medical readiness programs and requirements.
  2. Contingency Operations: To assess the organization's medical readiness contingency planning processes, planning documents, execution of planning guidance, exercise development, and how exercises are incorporated into the medical readiness program.
  3. Medical Readiness Training (MRT): To assess the organization's medical readiness training processes. Major processes include those contained in Status of Resource and Training System (SORTS) reports and other AF required status reports, mission specific training and other training/education programs related to contingency response operations.
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- Attendees**
- Medical readiness staff
  - Unit Deployment Manager (for EXO.1.1.4)
  - Education and training personnel (if needed)
  - Other staff members, as determined by the inspector/squadron
- Note: Interviews with other organization personnel will be based upon document review and interview results.
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**Special Requirements**

A room large enough to accommodate personnel attending the conference. Meeting room setting with seating for all participants. Please select a site that will minimize any disruption to daily operations.

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**Description of Activities and Conference Agenda**

An interactive discussion will occur centering on the topics described below. Specific questions, estimated times and sequence of events are listed to facilitate the squadron's preparation, but may vary as the inspector deems necessary. Anticipate that some discussions will overlap.

Time	Topic
90 min	<u>MRSF/EMC Oversight</u> : <ul style="list-style-type: none"><li>• What process is used to ensure SORTS/MRDSS (WBITS) are reviewed monthly?</li><li>• What process is used to prepare, present and gain MRSF/EMC approval of the annual training plan and exercise schedule?</li><li>• How does the MRSF/EMC review MCRP and/or base support plan (BSP)?</li><li>• What process is used to discuss/track/resolve readiness issues?</li></ul>

Time	Topic
	<p><u>MRO:</u></p> <ul style="list-style-type: none"> <li>• Did the MRO/MRNCO/MRM attend the medical readiness planner's course?</li> <li>• How are the MCRP and medical annexes to the BSP accomplished?</li> <li>• What process has been developed to ensure appropriate review of the MCRP and/or BSP annually?</li> <li>• How was the annual training plan and exercise schedule developed?</li> <li>• How were MRT requirements planned, conducted, evaluated and documented?</li> <li>• What process has been developed to ensure MRDSS (WBITS) is accurate and updated monthly?</li> </ul>
	<p>EXO.1.1.1 Readiness Reporting/Aerospace Expeditionary Forces Reporting Tool (ART)</p> <ul style="list-style-type: none"> <li>• How are SORTS reportable training requirements accomplished, documented and tracked for currency?</li> <li>• How are personnel trained when scheduled training is missed?</li> <li>• Describe how training shortfalls are identified and rectified</li> </ul>
	<p>EXO.1.1.3 Squadron and Base Support Plan(s)</p> <ul style="list-style-type: none"> <li>• How were plans maintained and kept current?</li> <li>• Discuss how the plan was coordinated internally</li> <li>• What plans and processes have been developed to ensure appropriate training for tasked teams/personnel?</li> </ul>
	<p>EXO.1.1.4 Pre-Deployment Preparation Requirements – Medical Personnel</p> <ul style="list-style-type: none"> <li>• How are personnel assigned to mobility positions?</li> <li>• How are personnel notified they are being assigned to a mobility position?</li> <li>• What items are maintained in the mobility folders?</li> <li>• How does the commander ensure mobility personnel are prepared to deploy?</li> <li>• Do mobility personnel know what UTC they support?</li> </ul>
	<p>EXO.1.2.1 Exercise Requirements, Development and Evaluation</p> <ul style="list-style-type: none"> <li>• What rationale was used to develop exercise scenarios?</li> <li>• What exercises have been accomplished in the past 2 years?</li> <li>• What types of EET members are used to evaluate exercise scenarios?</li> <li>• What is the interaction with the wing in developing scenarios to ensure resolution?</li> <li>• Who attended post-exercise or incident critiques?</li> <li>• Were post-exercise or incident summaries accomplished in the format prescribed by AFI 41-106?</li> <li>• How were discrepancies tracked?</li> </ul>

Time	Topic
	<p>EXO.1.2.2 Measurable Training Requirements</p> <ul style="list-style-type: none"> <li>• Review/discuss/evaluate organizational plans and processes to ensure SORTS reportable training requirements were identified, scheduled and personnel trained to maintain mission ready status</li> <li>• Review/discuss/evaluate organizational plans and processes to ensure all other applicable medical readiness training requirements were identified, scheduled and trained</li> </ul>
	<p>EXO.1.2.3 Training with War Reserve Materiel (WRM) Assemblages</p> <ul style="list-style-type: none"> <li>• Describe how UTC tasked personnel exercised with DOC statement assigned WRM assemblages</li> <li>• Described the process for identifying limiting factors/training shortfalls</li> <li>• For units that have a UTC personnel package but not the WRM materiel assemblage, what attempts have been made to gain experience with the equipment?</li> </ul>
	<p>EXO.1.2.4 Air Force Specialty Code (AFSC) Specific Sustainment Training</p> <ul style="list-style-type: none"> <li>• Review/discuss/evaluate plans and processes to ensure appropriate training platforms were identified and scheduled to meeting training requirements</li> <li>• Validate coordination with other unit functionals (e.g., medical readiness, OJT, etc.)</li> </ul>

**Inspector  
Contact**

For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE enlisted inspector.

## P-13 War Reserve Materiel (WRM) Interview/Tour

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**Purpose** To assess the condition and maintenance of medical WRM, as well as the accuracy of stock status report.

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**Attendees**

- Logistics officer
- WRM NCO
- Readiness officer or NCO (squadron's discretion)
- Other staff at the squadron's discretion

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**Special Requirements** A room large enough to accommodate personnel attending the interview. Access to the area where the WRM is stored will also be required.

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**Description of Activities and Conference Agenda** An interactive discussion will occur focusing on the HSI Guide Element identified below. Specific questions, estimated times, and the sequence of events are listed to facilitate the squadron's preparation, but may vary as the inspector deems necessary. The amount of time spent during the interview may vary based on the WRM assigned to the squadron.

Time	Topic
60 min	<p>EXO.1.1.2 War Reserve Materiel (WRM) Program Management</p> <ul style="list-style-type: none"><li>• How were appropriate levels maintained?</li><li>• How was accuracy of the inventory ensured?</li><li>• Describe how the WRM stock status report was managed</li><li>• Is there a formal plan for items coded for deferred procurement?</li><li>• How was quality assurance accomplished?</li><li>• How were dated items managed to avoid expiration?</li><li>• What inspections of warehouse/storage areas were done?</li><li>• How was WRM stored/protected?</li><li>• How was WRM equipment maintained?</li></ul>

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**Inspector Contact** For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE team chief.



## P-14 Readiness Reporting Interview (SORTS)

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**Purpose** To assess the accuracy, timeliness, appropriateness of the organization's SORTS report.

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**Attendees**

- Squadron SORTS monitor
- Wing SORTS manager (if needed – presence could be requested by the inspector)

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**Special Requirements** An appropriate location to review classified documents. Will require access to the current SORTS report, plus supporting documents (worksheets, DOC statement, etc.)

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**Description of Activities and Conference Agenda** An interactive discussion will occur on the topics described below. Specific questions, estimated times, and the sequence of events are listed to facilitate the squadron's preparation, but may vary as the inspector deems necessary.

Time	Topic
60 min	EXO.1.1.1 Readiness Reporting/Aerospace Expeditionary Forces Reporting Tool (ART) -- SORTS <ul style="list-style-type: none"><li>• Explain and demonstrate how the SORTS report is accomplished</li></ul>

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**Inspector Contact** For assistance interpreting this protocol, please call DSN 246-1771/2566 and request an AE enlisted inspector.